



OPERATIONS MANAGER (IT, FACILITIES & FLEET)

Department:	Finance and Operations
Job title:	Operations Manager
Accountable To	Director of Finance & Operations
Based at:	Head Office
Salary:	Up to £40,000

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed. For families living with childhood illness, time is everything.



Job Summary

The Operations Manager (IT, Facilities & Fleet) will be responsible for the overall efficient and effective operations and security of Rainbow Trust's core IT infrastructure and security, property portfolio, operations contracts, and vehicle fleet management.

The role holder will act as the primary internal point of contact for our Managed Service Provider (MSP), overseeing service delivery, SLAs, and ensuring our IT infrastructure remains secure, compliant and fit for purpose.

This role will provide key support to the Finance Director and support the development of the IT, Property and Facilities strategies and play a key role in their implementation.

The post holder will be responsible for organising and managing the activities that facilitate the smooth running of all properties and offices, including maintaining and developing office procedures and relocations. They will also manage all relevant third-party contracts and implement improved service delivery where appropriate; as well as manage the leased fleet of vehicles, ensuring correct procedures, policies and best practice are in place.

Areas of Responsibility

(specific to role)



SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

Core IT infrastructure

- Managing and holding to account a third-party MSP, including regular service reviews, SLA monitoring and escalation management.
- Overseeing and maintaining the organisation's Cyber Essentials (or Cyber Essentials Plus) accreditation annually.
- Maintaining an IT asset register and ensuring appropriate life cycle management of hardware and software.
- Managing identity and access controls, including Active Directory/Entra ID user administration with the MSP.
- Oversight of backup, disaster recovery and business continuity arrangements in partnership with the MSP.
- Ensuring that our MSP manages endpoint security, patching policies and mobile device management effectively.
- Overall responsibility for the security of Rainbow Trust's website working with the MSP and Digital Marketing Manager to investigate incidents, validate security changes, approve firewall rules and access controls, and monitor uptime and website performance.
- Keep abreast of latest IT developments and CPD to effectively contribute to IT Projects across the organisation, such as the procurement and implementation of new systems, system and website security and fraud awareness.

Office facilities & operation

- Manage the effective operational functionality of all properties and offices, including office equipment, property contracts, lease renewals, office moves, security and insurance and maintaining professional standards of office appearance and health and safety.

Motor Fleet management

- Manage the vehicle fleet, including ordering and returns, insurance claims, the GPS tracking system, fuel contracts and the annual P11D process.
- Ensure policies and procedures are reviewed regularly and ensure compliance with those policies and procedures with all company car drivers.
- Manage the Fleet Administrator to provide an efficient, responsive and proactive service to all company car drivers, internal and external stakeholders.
- Research and provide information for decision making relating to suitable vehicles and related services and technology to meet the needs of the organisation.

Contract management

- Manage all contract renewals and reviews, maintain a contract register, authorise invoices in a timely manner and manage all supplier relationships effectively, supporting the Finance function on account management issues.

General

- Support the annual cost budget preparations and management of the Administration budget.
- Maintain best practice and drive for consistency in process and equipment across all locations.
- Ensure a safe working environment.
- Provide project management support for all major central projects.
- Maintain accurate records for all IT, property and vehicle matters.

General Responsibilities



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Leadership and Strategy

- Professionally represent the department and the charity internally and externally
- Act as a representative of the charity to a variety of external and internal audiences and in different contexts
- Operate in compliance with relevant legislation, best practice and corporate policy
- Commit to the Performance Management Process and develop stretching objectives to meet business plan
- Ensure staff awareness and compliance with relevant Rainbow Trust policy and practice, including induction meetings for new staff
- Take responsibility for own professional development, following the PMP process
- Live the Rainbow Trust values.

Operational and Project Planning

- Take individual responsibility for agreed objectives and targets
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames
- Monitor project and work programme progress and report any variance
- Negotiate with suppliers to ensure best value for money is obtained
- Contribute to team and department planning events and activity
- Organise own time and resources effectively and use initiative.

Working with Customers and Service Delivery

- Maintain effective relationships with suppliers, supporters and media representatives and suppliers
- Respond effectively and promptly to enquiries and requests received directly from potential new product partners
- Relay information and supporter contact to the appropriate internal contacts
- Ensure that excellent supporter expectations are met and exceeded
- Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts.

Developing, Maintaining Systems and Procedures

- Manage all Core IT systems, ensuring systems are maintained and meet security requirements
- Report against plan monthly, identify variance and make appropriate recommendations
- Ensure that data relevant to areas of responsibility and activity is adequately recorded and stored
- Utilise and interrogate data to monitor progress towards personal objectives
- Contribute to wider data collection and analysis exercises across the department
- Contribute to effective data recording and regular data cleaning
- Ensure systems and processes for managing data comply with the organisation's data protection obligations, GDPR, charity law and other legal requirements.

People Management and Development

- Provide effective leadership/line management for the Fleet Administrator ensuring compliance with performance management processes and procedures.
- Develop a safe and motivational environment where team members feel valued.
- Provide direction, advice and support to junior members of the team, volunteers and interns, to Volunteer Management guidelines
- Provide expert guidance and direction for staff, volunteers and interns creating a positive atmosphere, including conducting regular meetings with volunteers so that they are informed and motivated
- Recognise and value the contribution of volunteers.

Team Working and Collaboration

- Contribute professional knowledge and expertise to team and department development, service delivery monitoring and evaluation
- Collaborate with colleagues across the department and organisation in order to enable delivery on priorities and objectives
- Act as a source of knowledge and expertise to colleagues
- Proactively participate in team meetings and away days, including SBI feedback as well as the annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements.

Special Conditions

- All staff have a responsibility to maintain an up to date knowledge and awareness of issues around safeguarding of children, through the completion of the relevant training at a level commensurate with your role
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager
- Requirement to travel throughout England to Rainbow Trust offices, visiting each office at least once a year and on an ad-hoc basis as determined by the needs of the Charity.

PERSON SPECIFICATION

Operations Manager



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ESSENTIAL

DESIRABLE

Experience

(Previous roles, types of organisations)

- Demonstrable experience in managing IT MSPs, challenging SLAs and holding the MSP to account
- Demonstrable experience in negotiating facilities contracts
- Demonstrable experience of project management
- Experienced in managing budgets
- Worked in a similar size or larger organisation

- Experience of fleet management
- Line management experience
- Experience of Microsoft Copilot and other AI systems

Special Competencies

(Specific job-related skills knowledge understanding)

- Demonstrable experience managing or working alongside a Managed Service Provider, including holding them to account against agreed SLAs
- Working knowledge of IT security frameworks, specifically Cyber Essentials or Cyber Essentials Plus accreditation processes and fraud awareness
- Familiarity with Microsoft 365 administration and cloud-based infrastructure
- Demonstrable hands-on experience or understanding of website security in a Cloudflare based environment
- Understanding of GDPR obligations as they relate to IT systems and data storage
- Demonstrable experience of preparing information for decision makers and contract negotiations.
- Demonstrable understanding of Contract Terms and Conditions

- Project management skills
- Experience with IT service management frameworks (ITIL)
- Familiarity with Microsoft Entra ID (formerly Azure AD), Intune, or similar device management platforms
- Understanding of network fundamentals (DNS, DHCP, VPN, firewalls) sufficient to have informed conversations with technical support teams

Disposition

(Influence over others, dependability, self-reliance)

- Self-disciplined approach to delivering high standards
- Communicates factually and clearly through expertise
- Systematic problem-solver who focuses on providing solutions
- High attention to detail and the ability to manage various tasks simultaneously
- Multi-tasker who works at a fast pace to meet deadlines
- Persevering, autonomous and independent
- Closely follows-up delegated tasks

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Operations Manager



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ESSENTIAL

DESIRABLE

Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Works well within established systems, standards and procedures
- Authoritative, makes decisions quickly and delegates effectively
- Fact-based, solution oriented problem solver who takes minimal risks
- Experience and knowledge based

Attainments

(Academic & prof qualifications & training)

- Educated to degree level / or professional equivalent experience
- Qualification in IT, Finance or Operations

Motivation

(Ambition, money, security)

- Produces efficient, accurate and high quality work
- Acquires technical knowledge for self-development
- Recognition as an expert and effective problem solver

Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development